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July 7, 2004

TO: Each Supervisor

FROM: Thomas L. Garthwaite, M.D. 
Director and Chief Medical Officer

SUBJECT: **NOTICE OF INTENT TO AMEND EXISTING INFORMATION
TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA)
WORK ORDER N06-0077 WITH RYDEK COMPUTER PROFESSIONALS**

This is to advise you of my intent to request the Internal Services Department (ISD) to amend ITSSMA Work Order N06-0077 with Rydek Computer Professionals to extend the term by six months, from July 25, 2004 to January 24, 2005 and increase the maximum amount of the Work Order by \$57,668 to bring the total to \$357,462.

Background

The Office of AIDS Programs and Policy's (OAPP) Information Systems Division currently provides support services for network/PC, operations/database administration, and systems development/database management for HIV/AIDS services. The division also provides application systems, training, network, and data administration support services for County-contracted HIV/AIDS Care and Prevention providers/agencies. These tasks are performed to enable OAPP and its service providers to meet mandated requirements of collecting, managing, and distributing reports and data to various State and Federal agencies.

OAPP Information Systems Division supports more than 300 computers, mid/high level servers, various types of applications systems, Local Area Network (LAN), and the link to County/DHS Enterprise Network (WAN). It also manages hardware/software and information systems and technology resources. The Program Office needs a network administrator to coordinate the IT/Network services and enable OAPP to meet grant programs obligations and coordinate, monitor, and report HIV/AIDS services and contracts. The role of network administrator is crucial to the coordination, monitoring, and administration of networks, operating systems, servers, PCs, telecommunications, software tools/resources, and implementation of new technologies.

Work Order N06-0077 was awarded to Rydek Computer Professionals through the ITSSMA competitive bidding process, with the term of January 16, 2002 to January 20, 2003 for a maximum amount of \$115,000. It was amended to extend the term to January 20, 2004 and increase the maximum amount to \$231,480. The Work Order was subsequently extended to July 24, 2004 and the maximum amount increased to \$299,794.

Scope of Work

The scope of the Network Administrator/Consultant's work will continue to be:

- Administer and analyze existing and proposed computer systems (PCs, WAN's and LAN's) to help define the requirements for maintaining and implementing networking solutions to meet the objectives of the organization.
- Customize network environment by modifying installation parameters and configuring network directories, files and file system security.
- Contribute to and administer computer system usage and policies and procedures.
- Administer and help define procedures for firewalls, proxy servers, web servers, mail servers, and domain name servers.
- Provide ongoing administration and maintenance of existing LANs and monitor network operating system to ensure efficiency and maximize system uptime, provide connectivity support, manage user access to network resources, maintain compliance with vendor license (s), and coordinate network hardware maintenance. Monitor and maintain WAN connectivity for 375 Public Health employees at the Commonwealth facility.
- Administer network servers running Novell Network, Windows NT, Windows 2000, e-mail server, SQL server, and application servers running the CaseWatch system, Infonet system, and a variety of web-enabled applications.
- Provide support, direction, and training to Data Systems Analysts responsible for helpdesk, web page management, systems analysis and application support.
- Consult and work with the applications development group for the purpose of setting up and administering new systems by providing connectivity, hardware/software installation and eventually maintaining tasks such as connectivity, software upgrades, future expansion or migration, and monitoring system and projects' future growth.
- Review and recommend changes in existing and proposed systems to reduce duplication of effort.
- Resolve conflicts in systems requirements and priorities, and broaden the potential utilization of network technology.
- Provide training to County staff and transfer network management-related knowledge including: network administration (Novell and Win/2000), networking/connectivity (WAN and LAN), information security, firewall/VPN, systems/server management, GroupWise administration, and related tasks.

Justification

OAPP recommends the extension of the above Work Order by a 6-month period due to the critical need and complexity of the IT Network and PC Support Service of the Program Office. OAPP lacks the personnel with the requisite expertise in the highly technical area who can provide the level of

coordination needed to adequately meet the requirements of such complex IT services with hundreds of both local and remote users, many major application systems/database, and secured accesses.

The network administrator is a critical technical resource that will help OAPP support HIV/AIDS services application systems (Casewatch, IMACS, Infonet, and HIRS systems) that are used by both OAPP and HIV/AIDS agencies to fulfill mandated responsibilities including collecting, managing, reporting, and exporting of HIV/AIDS Care and Prevention services client/service level data to Health Resources and Services Administration, Centers for Disease Control and Prevention, and State Office of AIDS. Failing to meet data submission and reporting requirements could result in reduction or even suspension of significant grants funds in addition to affecting the ability of OAPP and providers to effectively plan, coordinate, and report HIV/AIDS Care and Prevention services and contracts.

OAPP is currently waiting for DHS-Personnel to promulgate a list for Information Systems Coordinator position. Once this list is available we will actively proceed with the selection and hiring of a permanent County staff for the Network Administrator position. Before the term of contract expires, the contract network administrator will transfer knowledge to the County staff who will assume long-term responsibility for network administration.

Fiscal Impact

The hourly rates for the contractor will remain the same during the extended term. The maximum County obligation under this Work Order including the extension is \$357,462. OAPP has included this funding in FY 2004-05 Internal Services Department/Information Technology Service Customer Direct budget.

Closing

Unless we hear otherwise from you within the next two weeks, DHS will instruct ISD to execute the Work Order amendment. If you have any questions or need additional information, please let me know.

TLG:gc

c: Chief Administrative Officer
County Counsel
Executive Officer, Board of Supervisors
Interim Director, Internal Services Department

NOTED AND APPROVED:

Jon W. Fullinwider
Chief Information Officer

Date